

General Clerical and Office Branch
Office Machine Operation Group
Police Civilian Support Series

POLICE ALARM MONITOR

02/00 (LBT)

Summary

Under general supervision, monitor Police alarm systems in compliance with City Alarm Ordinance.

Typical Duties

Maintain computer aided dispatch alarm reporting system and review related activity. Involves: attending periodic crime analysis, regional patrol shift or other departmental meetings to maintain awareness of likely frequency and locations of alarms; receiving, checking completeness, accuracy and legibility of, returning for correction, and otherwise processing source documents such as alarm permit applications, response notices of police officers and false alarm complaints; preparing and entering data into computer system, updating data records as necessary, and verifying that contents of reports generated meet requirements according to established procedures; compiling statistical data on true and false alarms; conducting on site investigations of circumstances of excessive false alarms, issuing notifications City Comptroller for collection of service fees as specified, forwarding formal complaints to City Prosecutor's office; advising owners of irregularities such as excessive alarms, operation without a City permit or other violations and their consequences; conferring with other City departments, alarm agencies, home owners, managers of organizations and representatives of other outside agencies to combine efforts to reduce, eliminate or otherwise control excessive false alarms; informing supervisor and other staff of equipment capability and installation standards, status of alarm monitoring operations; requisitioning supplies to replenish inventory; testing and adjusting City equipment for operational readiness following prescribed procedures.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting for supervisor or coworkers as qualified and within authorized limits by carrying out specified functions to maintain continuity of ordinary operations, if delegated; providing designated support for miscellaneous projects or activities overseen by higher-graded, supervisory and non-supervisory personnel as instructed; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to the functions of other positions for training purposes under close supervision; logging activities, and preparing and submitting recurring or special status reports; preparing standard correspondence for police personnel as requested; keeping tools, equipment and work area orderly, safe and clean; maintain records and prepare reports.

Minimum Qualifications

Training and Experience: Graduation from high school or equivalent, plus two (2) years general clerical experience which includes one (1) year of operating key encoding devices and one (1) year of dealing with the public; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: encoding devices and procedures; office procedures.

Ability to: encode accurately; detect data errors; apply common sense understanding to carry out instructions furnished in written, oral or diagram form; deal with problems involving several concrete variables in standardized situations; establish and maintain effective working relationships with others such as fellow employees, alarm agencies and the general public. speak so others will understand when furnishing and explaining factual information to individuals or in group discussions; read and interpret documents such as safety rules, and operating, maintenance and office procedure manuals; write routine reports and correspondence, and maintain records and files; add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals; which includes computing of rates, ratios and percents; draw and interpret bar graphs.

Skill in safe operation and care of: data entry equipment; database software; common office equipment; motor vehicle.

Physical Requirements: Continuous: sitting and operating data entry equipment. Occasional: moving moderate weight objects, averaging up to 25 pounds; driving through City traffic.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent from another state.

Special Requirements: Subject to call back during non-working hours in response to emergencies or unforeseen circumstances. Work flexible schedules, holidays, weekends or mandatory overtime.

Director of Personnel

Department Head

OFFICIAL